

# Strategic Plan

2024 - 2027

# BRAVO

Disability Support Network Inc

## GOAL ONE



### Service Excellence

Bravo strives to be the best.



Bravo provides the highest quality of support and remains Participant / Individual focused.

Develop the "Beyond Support" Participants / Individuals Support Plan.

Identify opportunities to use technology.

Collaborate with Participants/Individuals and the Bravo Team, using research data to develop best practices.

Develop a capacity-building program for Participants/Individuals and their support networks, exploring community participation.

## GOAL TWO



### People & Culture

Value Bravo's culture, stability and innovation.



Bravo achieves its strategic goals and ensures future sustainability by embodying core values, recognising great work, developing people, and providing support and stability. Members of the Bravo Team understand their roles and how they contribute to Bravo's objectives.

Become a "Leader in the Field" underpinned by the development of a comprehensive communication and engagement program for Employees and Contract Workers.

Set clear role expectations aligned with the Strategic Plan, including specific KPIs and KBLs, and engage the Bravo Team in projects and solutions.

Develop structured learning/training plans and Induction Programs for the Bravo Team.

Review and update organisational "Listening Practices", including surveys, one-on-one meetings, exit, and continuation interviews.

Create opportunities to celebrate and have fun.

## GOAL THREE



### Community & Network

Engage proactively with integrity to foster development within the Community and Bravo Networks.



Bravo is committed to building and maintaining strong, active relationships and to take deliberate steps to collaborate, to create value, to foster goodwill and enhance Bravos impact and reputation.

Develop a marketing, communication and engagement plan as part of every project plan and for the Organisation.

Review and refresh all Bravo Surveys to understand Community Interaction and current and future needs.

Implement a collaboration strategy to build and maintain strong relationships, "Creating Value, Fostering Goodwill", and enhancing Bravo's impact and reputation.

Develop and promote the Bravo Charity.

## GOAL FOUR



### Business Diversity

Increase income to maintain sustainability through diversified business opportunities.



Ensuring good business sense, Bravo manages and controls costs and resources well with a fit-for-purpose approach, while actively developing additional sources of income outside the current Bravo structure.

Research and report on the potential inclusion of NDIS Registration Groups and other funding options.

Develop a cost / income viability report of each Bravo business stream.

Implement the "Ideas Factory" innovation process for new sources of income.

Identify, develop and trial at least three (3) alternative income sources.

## GOAL FIVE



### Governance & Direction

Continue to provide sound, enduring Governance.



Bravo's Governance Board, with its wisdom and experience, ensures effective leadership and strategies for integrity, stability, and sustainability, maintaining robust practices, regulatory compliance, ethics, and internal controls.

Drive continual change by aligning reporting procedures for business operations with the current business environment and ensure compliance with legislative requirements.

Ensure the Organisation structure meets the needs requirements and "Future Adaptability" of an everchanging business environment.

Target and strengthen the Board's succession plans to ensure Bravo's business planning is viable for the future.